



# **NORFOLK ISLAND REGIONAL COUNCIL**

## **COMMUNITY ENGAGEMENT STRATEGY**



## **Objective:**

To set out the way the Norfolk Island Regional Council will involve the community in planning and strategic decision making.

## **Council's Community Promise:**

The Norfolk Island Regional Council promises to engage the community in an open, transparent and equitable way to make sure it understands the views and feelings of all community segments before it makes planning, funding or strategic decisions.

## **How we will involve the community:**

We will involve the community in decision making through open and transparent consultation, respecting the privacy of contributors and providing options for confidentiality. We will consult the community in different ways depending on the issue we are considering. Some of the ways we will consult the community are:

- Open public meetings hosted by the Mayor and Councillors;
- Discussion papers and questionnaires;
- Community surveys;
- Small focus group meetings;
- Public and private hearings; and
- Five minute public speaking slots available at the start of each Regional Council meeting.

Each time we decide how to consult the community we will think about:

- The goal of the activity, project, service, decision, or plan we are consulting on;
- How much the activity, project, service, decision, or plan we are considering would affect the community;
- How complex the issues we are consulting on are (very complex issues will need different consultation to small simple issues);
- Who we need to consult to make sure we are aware of the full range of views across the community including students and young people, the elderly, people from diverse cultural and social backgrounds, differently abled people, businesses, and community groups.
- The risks and rewards of consulting or not consulting on the particular issue; and
- The expectations of the community with respect to consultation on the particular matter being considered.

## **Our Engagement Framework:**

The Norfolk Island Regional Council will consult residents and business owners on Norfolk Island and will involve the community in the decision making process. The International Association for Public Participation (IAP2) has established a framework setting out how communities can be engaged in the planning and decision making process. The IAP2 model sets out how the Regional Council should seek to inform, consult, involve, collaborate with and empower the community in its decision making processes. Our framework explains how we plan to do these things on Norfolk Island.

## Our Community Engagement Strategy

<b>Our Objective:</b>	<b>What it means:</b>	<b>What we will do:</b>	<b>How we will do it:</b>
Inform the Community	Providing the public with balanced and objective information to help them understand a problem, alternatives, opportunities and/or solutions.	We will make sure the community is informed about the operations of the Regional Council including plans, policies, decisions and other things.	<ul style="list-style-type: none"> <li>• Public Notices</li> <li>• Media Releases</li> <li>• Community Newsletters</li> <li>• Articles in the Norfolk Islander</li> <li>• Online through our website, social media and email distribution lists</li> <li>• Direct mailing</li> </ul>
Consult the Community	Actively seeking the thoughts and contributions of the community to decision making and planning processes	We will consult the community before making major decisions and before we create or amend plans.	<ul style="list-style-type: none"> <li>• Open community meetings hosted by the Mayor and Councillors with opportunities for presentations from members of the public</li> <li>• Surveys and questionnaires</li> <li>• Discussion papers</li> <li>• Focus groups</li> <li>• Forums and workshops</li> <li>• Online consultation</li> </ul>
Involve the Community	Working directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	We will involve the community in our discussions and decision making	<ul style="list-style-type: none"> <li>• Active consultation</li> <li>• Inclusion of community members with specialist expertise, knowledge, or skills in committee processes</li> <li>• Open and transparent decision making</li> <li>• Testing new ideas by seeking comments and contributions to plans and policies.</li> </ul>

<b>Our Objective:</b>	<b>What it means:</b>	<b>What we will do:</b>	<b>How we will do it:</b>
Collaborate with the Community	Partnering with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	<ul style="list-style-type: none"> <li>• Open community meetings hosted by the Mayor and Councillors with opportunities for presentations from members of the public</li> <li>• Surveys and questionnaires</li> <li>• Discussion papers</li> <li>• Focus groups</li> <li>• Forums and workshops</li> <li>• Online consultation</li> </ul>
Empower the Community	Placing final decision making in the hands of the public.	We will ensure the collective position of the community is an integral part of our decision making processes.	<ul style="list-style-type: none"> <li>• Broad consultation to understand all of the different views present in the community</li> <li>• Explanation of why or why not views presented are reflected in final policy, plans or decisions</li> </ul>

Adapted from the IAP2 Public Participation Spectrum